

254 (with code 772) and 297 Rear Cross Traffic Braking

Topic number	LI54.71-P-078778
Version	3
Function group	54.71 - Camera and radar-assisted assistance systems
Date	1/31/25
Validity	254 (ONLY with code 772) and 297
Reason for change	Adding symptom strings for searchability.

Complaint

Rear cross traffic activation without obvious cause.

Cause

Verify customer concern with the assistance of the Operator's Manual:

- Symbol displayed on headunit.
- Audible warning that was presented.
- Exact location of event.
- Is the concern repeatable in the same location?

Remedy

If concern was verified and is repeatable in one location, please update both rear radar brackets to the newest variant as listed in the EPC (Parts Catalog).

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Chassis/suspension > Brake system > Service brake > Function > Vehicle brakes harder than expected
Chassis/suspension > Brake system > Service brake > Function > Brakes by itself
Communication/information > Assistance and warning systems > Lane Assistant > Implausible brake application
Communication/information > Assistance and warning systems > Parking assist > PARKTRONIC > Function > Rear Cross Traffic Alert brakes without obvious cause

XENTRY Tips

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note